

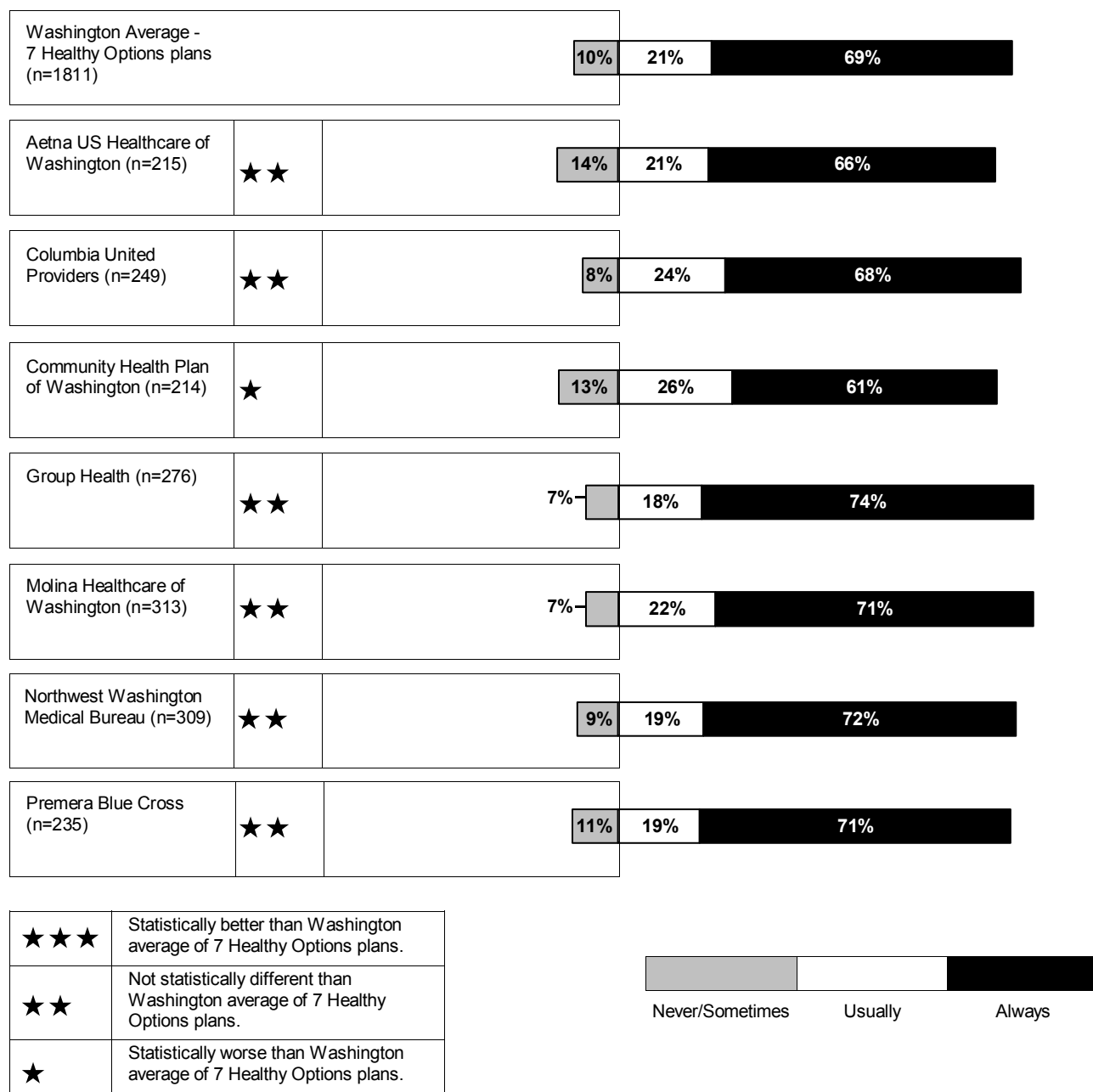
Healthy Options - Children

Core CAHPS Questions

Composite

Courtesy, Respect, and Helpfulness of Staff

This chart summarizes the responses to survey questions 30 and 31 contained in the composite, "Courtesy, Respect, and Helpfulness of Office Staff." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

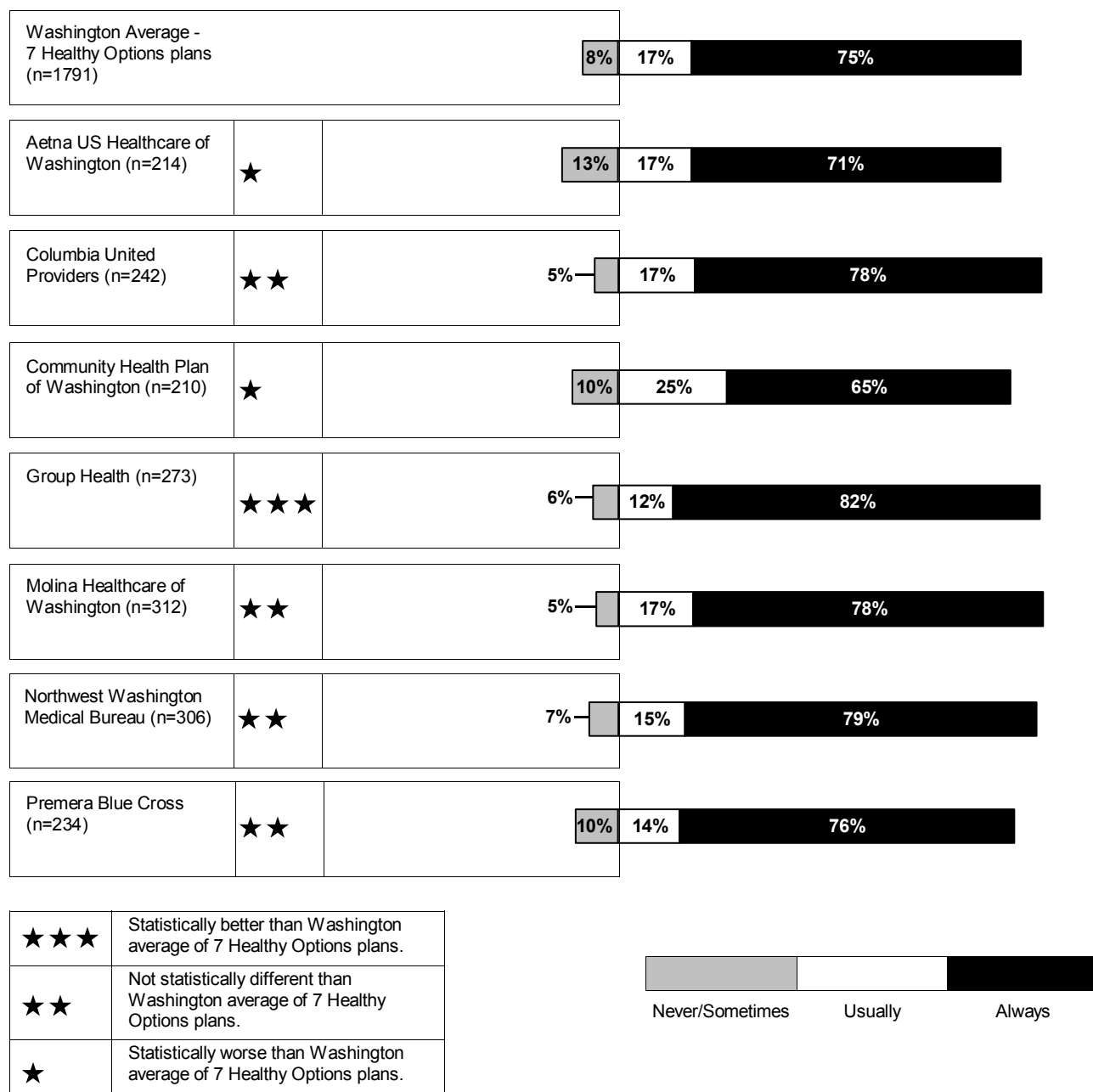
Healthy Options - Children

Core CAHPS Questions

Question 30

Courtesy, Respect, and Helpfulness of Staff

Q30. "In the last 6 months, how often did office staff at your child's doctor's office or clinic treat you and your child with courtesy and respect?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

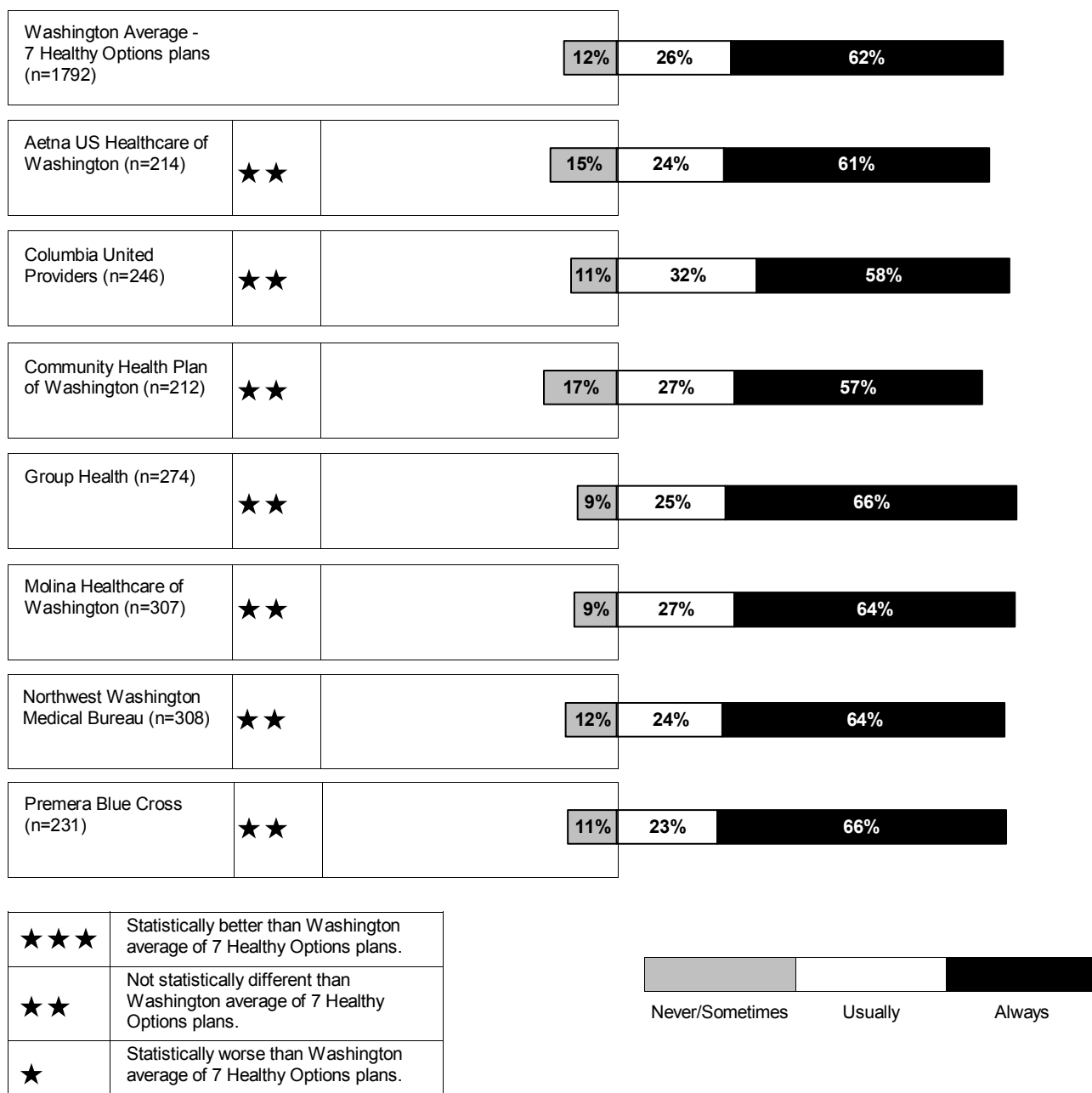
Healthy Options - Children

Core CAHPS Questions

Question 31

Courtesy, Respect, and Helpfulness of Staff

Q31. "In the last 6 months, how often were office staff at your child's doctor's office or clinic as helpful as you thought they should be?"



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.